

IT Council
Technology Services Committee
State Of California Internet Protocol Telephony (IPTel) Working Group

Charter

Name	Requestor	Request Date	Sponsor	Working Group Membership
State of California Internet Protocol Telephony (IPTel) Working Group (IPTWG)	Technology Services Committee	5/17/05	Clark Kelso	1. State CIO 2. Agency Information Officers 3. Chief Information Officers

STATE OF CALIFORNIA IPTel WORKING GROUP CHARTER

This Working Group will define common objectives for an existing pilot IPTel network, inclusive of measurements and tests to verify these objectives. Pilot outcomes will be measured against the defined objectives. Deliverables will include best practices for IP Telephony adoption as applicable to other State platforms and IPTel initiatives. The Working Group's initial task is to engage in an evaluation of the implementation by the California Department of Insurance of Voice-Over-IP (VOIP) Telephony and Call Center deployment.

Background: The California Performance Review (CPR) recommended IPTel technology to increase staff productivity and decrease infrastructure and operational costs. The CPR suggested exploration of this technology for statewide use. To begin identifying the State's needs and evaluating this technology, an IPTel Working Group was formed by the IT Council Technology Services Committee. The Working Group's initial task is to engage in an evaluation of the implementation by the California Department of Insurance VOIP Telephony and Call Center deployment.

Meetings: The State Of California IPTel Working Group meets regularly, currently on a bi-monthly basis beginning June, 2005. Meetings are open to the public.

Meeting Dates: Meetings will be held in Conference Room One, 2525 Natomas Park Drive, Sacramento, California, 10:30 a.m.–12:00 p.m., as follows:

February 23, 2006 (~~Cancelled~~) (**New Meeting**) **March 3, 2006, 1:00pm-2:30pm**
2525 Natomas Pk. Dr.Conf. Room 1
 April 27, 2006
 June 22, 2006
 August 24, 2006
 October 26, 2006

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Deliverables

Deliverable	Requestor	Request Date	Completion Date and Remarks
#1	Clark Kelso	5/17/05	
DELIVERABLE DESCRIPTION			
Evaluation Metrics For Deployment of IP Telephony			

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Roster

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